



RI Brain Injury Resource Center
1017 Waterman Ave. East Providence, RI 02914
401-228-3319
Website: www.biari.org E-mail: braininjurycenter@biari.org

RI Brain Injury Resource Center Consumer Use Survey

You are receiving this survey because our records indicate you contacted the RI Brain Injury Resource Center for information or resources. We strive to offer quality customer service to everyone who contacts us. The input you give us will help in improving the service and quality of information provided by the resource center.

We ask that you fill out the survey and return it to us by hitting the submit button at the end of the survey. We appreciate your time and feedback.

Question #1: How did you contact the Resource Center?

Phone E-mail Resource Center visit Resource Fair

Other

Question #2: How quickly did the Resource Center staff respond to your contact?

(please check your answer: 1 = took too long! ... 5 = immediately)

1 2 3 4 5

Question #3: How helpful was the Resource Center Staff?

(1 = not helpful at all 5 = very helpful)

1 2 3 4 5

Question #4: Was the information you were provided with helpful?

(1= not very helpful 5=very helpful)

1 2 3 4 5

Question #5: Did the resource center staff assist you in identifying additional needs, information or services?

Yes No

Question #6: Have you used the Brain Injury Association of RI, Inc. website?

Yes No

For those that have used the website how would you rate it?

(1= not helpful at all 5 = very helpful)

1

2

3

4

5

Question #7: I am a:

person with a brain injury

professional

family member

student

friend

other

Would you like additional information or educational materials? **Please provide your name and mailing address below** and check off the information you are interested in receiving.

Comprehensive RI Brain Injury Resource Guide

TBI facts/statistics

Concussion Information

Coma

Behavior

Communication

Memory

School/IEP information

Return to Work

Quick Series – Understanding Brain Injury

Name and mailing address:

Additional Comments or input:

Thank you for taking the time to provide us with input on the quality of assistance provided by the RI Brain Injury Resource Center.